

2642

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Eric James

Docket No.

6065-77526

Serial No.
09/584,306

Filing Date
May 31, 2000

Examiner
Nguyen, Quynh H.

Group Art Unit
2642

INVENTION: SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER

TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

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CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	52 -	52 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. _____ in the amount of _____
A duplicate copy of this sheet is enclosed.
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- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☐ Any patent application processing fees under 37 CFR 1.17.

Signature

Jon P. Christensen
Reg. No. 34,137

Dated: February 5, 2003

I certify that this document and fee is being deposited
on 02/05/2003 with the U.S. Postal Service as
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20231.

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Abby Boone

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77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Entered

Applicant: Eric James Art Unit: 2642
Serial No.: 09/584,306
Filed: May 31, 2000
For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER
Attorney
Docket No.: 77526

RECEIVED
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Technology Center 2600AMENDMENT A

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of January 2, 2003,
please amend the above-identified application as follows:

In the claims:

Amend claim 1 to read as follows:

1. (Once Amended) A method of changing entity
configuration information in a call center comprising the
steps of:
automatically monitoring entities in the call center;
selecting an entity in the call center; and

B1
Cont